



## Getting Started With Your Delta Dental Benefits

You have great Delta Dental benefits, but now what? Let us help you better understand your benefits and how to use them.

### Learn about your coverage

Knowing which procedures are covered, what your plan helps pay for, copay and deductible amounts, and any waiting periods is an important first step in understanding your benefits. We've put this information at your fingertips with the online Delta Dental Member Portal. Available 24/7, Member Portal gives members easy access to benefits, claims information, eligibility and more. Visit [www.deltadentaloh.com/memberportal](http://www.deltadentaloh.com/memberportal) to get started.

### Make a dentist appointment

Visit [www.deltadentaloh.com/findadentist](http://www.deltadentaloh.com/findadentist) to find an in-network dentist near you. Remember, choosing an in-network dentist will save you the most money. When you call to make your appointment, tell the dental office you have benefits through Delta Dental of Ohio.

### Receive dental care

When you see an in-network dentist, you may have to pay a copay or coinsurance depending on the services you receive and what your plan covers. But, participating dentists will file claims for you. If you see a nonparticipating dentist, you may have to pay the dental office for services up front and then file your own claims for reimbursement.

### Delta Dental will pay its portion of the bill

Payment will be made directly to your participating dentist. If you see a nonparticipating dentist, Delta Dental will send payment to you once you've submitted the claim.



## Frequently Asked Questions

### **I've never used my plan before. How does it work?**

We'd love to help you learn about your benefit options and help you find a participating dentist. You can register online for our Member Portal, which provides 24/7 benefit information, and use our website's online dental search tool to find an in-network provider near you. If you need more assistance, you can reach our customer service team at 800-524-0149.

### **What is my member ID number?**

Your member ID is either your Social Security number or a randomly assigned alternate ID number.

### **I didn't receive an Explanation of Benefits (EOB) for a recent dental office visit. How can I view/print my EOB statements?**

Delta Dental doesn't mail EOB statements for services covered at 100 percent. However, you can view these anytime in your Member Portal account. There, you can also view claim information for any previous services, and click on the procedure codes for a detailed definition. To print EOB statements, click on the printer icon on your browser toolbar or select File, then Print.

### **My current dentist is not a participating Delta Dental provider. Will Delta Dental pay anything on my claim?**

Delta Dental has a growing list of participating providers, and when you stay in-network, it may help reduce your out-of-pocket expenses. However, if you choose to see a nonparticipating dentist, you will still be eligible for partial reimbursement, but you are responsible for paying your coinsurance plus any additional costs up to the dentist's charge.

### **How do I submit a claim for reimbursement?**

Participating dentists submit claims for you. If you visit a nonparticipating dentist, you may need to file your own claims. Printable claim forms are available to download within Member Portal. Either you or your dentist may complete the form and attach a copy of your bill. Completed forms should be mailed to Delta Dental, PO Box 9085, Farmington Hills, MI 48333-9085.

### **Who do I contact if I have a question?**

You can reach our customer service team at 800-524-0149 Monday through Friday, 8:30 a.m. to 8 p.m. ET.

[www.deltadentaloh.com](http://www.deltadentaloh.com)